

MISSISSIPPI DIVISION OF MEDICAID

Eligibility Policy and Procedures Manual

CHAPTER 101 – Application and Redetermination Processes

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101.06 STANDARDS OF PROMPTNESS

Eligibility must be determined within the appropriate timeframes for the program type as discussed below. If there is a delay in processing, the reason must be clearly documented in the record.

101.06.01 REGIONAL OFFICE RESPONSIBILITIES

Each regional office must have controls in place which ensure timely application processing at all staff levels, including sufficient time for supervisory review and corrections. Applications should generally be processed in the order in which received, taking into consideration promptness and delay in receipt of verifications, and in some cases, urgent need. Under no circumstances should an application be approved without the proper verifications and documented eligibility for each applicant.

101.06.02 EXCEPTIONS TO TIMELY PROCESSING

The agency must determine eligibility within established standards, except in unusual circumstances when a decision cannot be reached because of:

- Failure or delay on the part of the applicant;
- Administrative or other emergency delay that could not be controlled by the agency such as:
 - Staff vacancies or illness of eligibility staff lasting two months or more;
 - Wholesale desk reviews on active cases mandated by court order, Federal regulations of wholesale increase in benefits, such as Social Security, VA, etc., which require extensive staff time;
 - Computer problems arising from control of systems by an outside agency.

Time standards may not be used by the agency as a waiting period before determining eligibility or as a reason to deny eligibility because the agency has not determined eligibility within the time standards.

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101.06.03 **STANDARDS OF PROMPTNESS**

❖ **Aged, Blind and Disabled Programs**

Federal rules require that applications be approved or denied, and the applicant notified, within 45 days from the date the application was filed. The processing timeframe is 90 days when a disability determination is required before the eligibility determination can be completed. However, if a separate disability decision is not required, the 45-day standard applies.

The applicable standard of promptness, i.e., 45 or 90 days, is applied to an ABD application from the date an application is filed to the date the notice of decision is mailed to the applicant. When there is a delay, the reason must be documented in the record.

101.06.03A **STANDARD OF PROMPTNESS**

❖ **Families, Children and CHIP Programs**

The FCC programs have a 30-day standard of promptness. No more than 30 days may lapse from the date an application is filed to the date the notice of decision is mailed to the applicant. Any delays in processing FCC applications must be client-caused or requested. When there is a delay, the reason must be documented in the record.

CHIP actions must be authorized no later than the last CHIP deadline that falls prior to or on the 30th day after the application date, with CHIP benefits to begin the following month.